# BEIS/DCMS Working Safely Guidance

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

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## Heritage locations

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations>

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

Insert additional bullet point after Outdoor visits bullet point: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers for inside or outside visits.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after sentence “In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.”: “Your assessment should also have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers, volunteers and customers with disabilities.”

### 2. Keeping your customers, visitors and contractors safe

#### 2.1 Manage contacts

Add, after sentence starting, “To prevent the spread of the virus, there are legal limits...”: “However, people assisting vulnerable or disabled individuals do not count towards limits on group numbers for inside or outside visits.

Add after sentence starting “Venues following COVID-secure guidelines…” “Venues should ensure that staff and volunteers understand how to safely assist vulnerable or disabled customers by following DHSC “Getting help with daily activities outside your home during coronavirus” [link to guidance] guidance.”

Add to the end of step 4, in Steps that will usually be needed: “, but remember that partially sighted people may need to hold objects close to their eyes to identify them properly.”

Add to the end of step 6. ““Ensure that staff and volunteers understand how to safely assist vulnerable or disabled customers by following DHSC “Getting help with daily activities outside your home during coronavirus” [link to guidance] guidance.”

Add to the end of step 9 “, first discussing changes that you’ve made with them, or representative groups, to understand what you should be considering to make them accessible.”

#### 2.2 Providing and explaining available guidance

Add into Steps that will usually be needed: Change step 2 to “Providing written **and** spoken communication”

“

#### 2.3 Heritage considerations for all locations

Add to end of paragraph starting “If different visitor routes are being considered…” “In addition, consideration will need to be given as to how visible markings and signs will be communicated to blind and partially sighted visitors.”

#### 2.4 Additional guidance for sites open to the public

Add paragraph at the end of the section “It is also important to discuss with disabled people or representative groups the reasonable adjustments that can be made to ensure that equality responsibilities are being adhered to, and that buildings or sites are as accessible as possible.”

### 3. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 4.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Moving around buildings

Add onto the end of step 4 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 4.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 3 to read “To enable good hand hygiene, provide hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people. Ensure suitable hand-washing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand dryers) are available.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

### 9. Temporary works at historic sites

#### 9.5 HMRC requirements for conditional exemption

Typo in first paragraph – should be 2021, not 2020.

## Hotels and other guest accommodation

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

#### Local restriction tiers – suspended during national restrictions from 6 January

In For tier 1: Medium alert – Social Contact, add after the first sentence: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

In For Tier 2: High – Social contact, outdoors, add after sentence starting “People should maintain social distancing…”: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

In For Tier 3: Very High High – Social contact, outdoors, add after sentence starting “People should maintain social distancing…”: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

#### For tier 4

In Social Contact, add after the second sentence: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 7: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Keeping your customers, visitors and contractors safe

#### 2.1.1 Hotels

Add: “Discuss any reasonable adjustments that a customer with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.2 Hostels

Add: “Discuss any reasonable adjustments that a guest with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.3 Bed & Breakfasts

Add: “Discuss any reasonable adjustments that a guest with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.4 Self catering accommodation

Add: “Discuss any reasonable adjustments that a guest with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.5 Caravan parks and campsites

Add: “Discuss any reasonable adjustments that a guest with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 2.2 Manage contacts

Add to Steps that will usually be needed: “Discuss any reasonable adjustments that a guest or contractor with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

Add new paragraph after sentence starting “Making customers aware of, and …”: “Ensure that staff understand how to safely assist vulnerable or disabled customers by following DHSC “Getting help with daily activities outside your home during coronavirus” [link to guidance] guidance.”

#### 2.2.1 Selling food and drink

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to practices that are planned or are in place, that guests with a disability may need, with them or a representative group.”

Add into Steps that will usually be needed: “Ensure that staff understand how to safely assist vulnerable or disabled customers by following DHSC “Getting help with daily activities outside your home during coronavirus” [link to guidance] guidance.”

#### 2.3 Providing and explaining available guidance

In step one, replace the sentence “Consider the particular needs…” with: “Consider the reasonable adjustments needed for people with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.

### 3. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing at work

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 4.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Moving around buildings

Add onto the end of step 5 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 4.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that staff or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.4 Workplace meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.5 Common areas for staff

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that staff with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the building or site for customers

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets for consumers

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

Add into Additional steps that will be needed: “Discuss any reasonable adjustments to using shared facilities that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.3.1 Toilets

In Steps that will usually be needed, amend Step 3 to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to arrangements in public toilets that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers and guests up to date with safety measures that employees with a disability may need, with them, so that you can work out how to make them accessible.”

## Performing arts

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts>

Additional reply-to [performingartsguidancereview@dcms.gov.uk](mailto:performingartsguidancereview@dcms.gov.uk)

### Priority actions to take – what businesses need to do to protect staff and customers

Add extra step into seven steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 5: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers or customers with disabilities.”

### 2. Performing arts activity for professionals and non-professionals including individuals and groups

After the bullet point reading “if indoors, make sure rooms are well ventilated by keeping windows and doors open”, add new paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Venues and organisers should discuss with disabled people what reasonable adjustments can be made so they can stay safe.”

#### Professionals operating under the performing arts guidance

After the bullet point reading “Using screens where feasible to separate individuals or fixed teams from each other where they cannot achieve social distancing.”, add a non bullet-pointed paragraph: “Discuss any reasonable adjustments to minimise transmission risks that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### Non-professionals operating under the performing arts guidance: singing or other performing arts activity

Add, after paragraph that starts “Social distancing applies to all parts of a premises or venue, not just the place where people spend most of their time,”: “Discuss any reasonable adjustments to minimise transmission risks that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 3. Who should return to training, rehearsal and performance

Add into steps that will usually be needed, after step 5: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Managing performances

#### 4.1 Manage capacity and overcrowding

After the bullet point reading “if indoors, make sure rooms are well ventilated by keeping windows and doors open”, add new paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Venues and organisers should discuss with disabled people what reasonable adjustments can be made so they can stay safe.”

In Steps that will usually be needed, add additional step: “Discuss any reasonable adjustments to limit the number of people accessing a premises or venue that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Staging and capacity

In Steps that will usually be needed, replace Step 10 with: “Discuss any reasonable adjustments to staging and capacity that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.3 Managing audiences

After sentence “See guidance on making a support bubble with another household.”, add: “People who are supporting vulnerable or disabled individuals should not be included in any restrictions on group numbers [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>]. Also, is there a link to support bubble guidance missing from the existing sentence?

After bullet point “Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.”, add a new paragraph: “Some people may have vision impairments which makes following social distancing guidelines or signage more difficult. Venues and organisers should discuss with disabled people, or a representative group, what reasonable adjustments can be made so they can stay safe. Staff should receive training to support people who need assistance to navigate an unfamiliar environment.”

#### 4.5 Coming to and leaving premises or venues

In Steps that will usually be needed, add to the end of step 7, “, for example ensuring staff are trained to support individuals who need assistance to use queue markers to maintain social distancing.”

Add to the end of Step 8: “, ensuring that they are they are accessible to people with a physical or sensory disability.”

Replace step 13 with: “Discuss any reasonable adjustments to entries, exit and queue management that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.6 Moving around buildings

In Steps that will usually be needed, at the end of step 2, add: “Staff should receive training to support people who need assistance to navigate an unfamiliar environment.”

Add new step: “Discuss any reasonable adjustments to travelling through premises or venues that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.8 Ticketing and payments

In Steps that will usually be needed, add to step 1 at the end of the sentence “Where possible, encouraging guests to purchase tickets online and to use e-ticketing”: “, ensuring that these systems are accessible [link to <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>]”

#### 4.10 Managing food, drink and retail purchases, and food and drink consumption

In Steps that will usually be needed, add new step: “Discuss any reasonable adjustments to manage food, drink and other retail purchases and consumption that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.11 Entrances, exits and managing people flow

In Steps that will usually be needed, step 5, add after the existing sentence: “Staff should receive training to support people who need assistance to navigate an unfamiliar environment.

At the end of step 6, add: “, ensuring these are accessible to those with physical and sensory disabilities.”

At the end of step 9, add “, for example, by ensuring staff are trained to support individuals who need assistance to use queue markers to maintain social distancing.”

Add new step: “Discuss any reasonable adjustments to manage the movement of people around the site, premises or venue during performances that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

**4.12 Seating arrangements and use of common areas**

In Steps that will usually be needed, add new step: “Discuss any reasonable adjustments to the use of common areas and the performance area or auditorium that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.13 Toilets

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to ensure/promote good hygiene that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.14 Providing and explaining available guidance

Add into Steps that will usually be needed: Change step 2 to “Providing written **and** spoken communication”

Add new step: “Discuss any reasonable adjustments to providing and explaining guidance that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Keeping those involved in the performing arts safe

#### 5.1 General guidance during rehearsals, training, pre-production and performance

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### Rehearsals and performance

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing while rehearsing that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.2 Workstation-based environments

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing when at their workstations that individuals with a disability may need, with them. And need assistance in navigating an unfamiliar environment from an assistant or a member of staff.It may be possible to offset the costs of necessary additional support or equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 5.3 Meetings

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to meetings that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.4 Common Areas

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to the use of common areas that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.5 Changing rooms and showers

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to the use of changing rooms and showers that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.7 Playing music

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to playing in music groups that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.9 Casting and auditions

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to casting and auditioning that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.10 Training

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to training that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.13 Stage management and back-stage

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to managing the stage and back-stage that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.14 Orchestra pits and band areas

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to working in orchestra pits that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.15 Costumes and concert dress

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to managing costumes and concert dress that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.16 Hair and make-up

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to managing hair and make-up that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.17 Travel

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

#### 5.18 Communications and training

Add into the step 1 in Steps that will usually be needed, so that it reads: “… and regular communication, and in the preferred accessible formats of workers and participants with disabilities, to improve understanding...”

Replace step 8 with: “Discuss any reasonable adjustments to keeping people up to date with safety measures that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 6. Cleaning objects, equipment and environments

#### 6.3 Hygiene – handwashing, sanitation facilities and staff or visitor toilets

In Steps that will usually be needed, Step 3 amend to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add new step: “Discuss any reasonable adjustments to maintaining good hygiene that staff or visitors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

## Providers of grassroots sport and sport facilities

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities>

Amend paragraph starting “Children under 5” to read “Children under 5, and up to two people supporting a vulnerable person or a person with a disability who needs continuous care [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>], are not counted…”

#### Legal gathering limits

Add paragraph at the end: “Children under 5, and up to two people supporting a vulnerable person or a person with a disability who needs continuous care, are not counted towards any gatherings limit."

#### Organised sport participation events

At the end of the What this means section, insert a new paragraph: “Children under 5, and up to two people supporting a vulnerable person or a person with a disability who needs continuous care, are not counted towards any gatherings limit."

#### Informal sport

At the end of the What this means section, insert a new paragraph: “Children under 5, and up to two people supporting a vulnerable person or a person with a disability who needs continuous care, are not counted towards any gatherings limit."

### Priority actions to take – what businesses need to do to protect staff and clients

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 6 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Keeping your customers and users of sports facilities safe

#### 2.1 Manage contacts

In Steps that will usually be needed: Add new step. ““Ensure that staff and volunteers understand how to safely assist vulnerable or disabled customers by following DHSC “Getting help with daily activities outside your home during coronavirus” [link to guidance] guidance.”

Add new step: “Discuss any reasonable adjustments to minimise contact with surfaces that workers/volunteers, other customers and contractors with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.1 Manage capacity and overcrowding

Add new step: “Discuss any reasonable adjustments to ensure distancing is possible that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.2 Moving in, out and through facilities

In Steps that will usually be needed, add new step: “You should have particular regard to reasonable adjustments for workers/volunteers, customers and contractors with disabilities, who may have problems in maintaining social distancing, unable to see barriers, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.3. Contact while using facilities

Add new step: “Discuss any reasonable adjustments to ensure distancing between users that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### Adapting and enabling spaces

Add new paragraph at the end of the section: “Discuss any reasonable adjustments to adaptations to facilitate social distancing that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.1.5 Spectators & children

Change wording in second paragraph to read: “This does not apply to those providing support to vulnerable people or individuals with disabilities… ”

In shaded box, after Paragraph starting “Intier 4 areas:”, add new paragraph: “Children under 5, and up to two people supporting a vulnerable person or a person with a disability who needs continuous care, are not counted towards any gatherings limit."

#### 2.1.6. Selling food, drink or merchandise

In Steps that will usually be needed, add new step: “Discuss any reasonable adjustments for selling or consuming food or drink that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.2 Providing and explaining available guidance

Add into Steps that will usually be needed: Change step 2 to “Providing written **and** spoken communication…”

Replace Step 6 with: “Discuss any reasonable adjustments for minimising contact that workers/volunteers, customers and contractors with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 3. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing in the sport facility

Add paragraph after paragraph starting “Social distancing applies to all parts of a business”, that reads: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Businesses or organisations should discuss with disabled workers/volunteers and customers themselves, or a representative group what reasonable adjustments can be made so they can use the venue safely.”

#### Events

Add, after the paragraph that starts “In tier 4 areas” a new paragraph: “Children under 5, and up to two people supporting a vulnerable person or a person with a disability who needs continuous care, are not counted towards any gatherings limit."

#### 4.1 Arriving at and leaving the venue

Add new step into Steps that will usually be needed: “If being supported to travel, workers/volunteers with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that a worker/volunteer with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Moving around

Add onto the end of step 4 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

Add new step: “Discuss any reasonable adjustments to moving around the facility that a worker/volunteer with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that workers/volunteers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 6. Cleaning the workplace/facility

#### 6.3 Hygiene – handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 7 to read “Providing hand sanitiser in multiple accessible locations, in addition to washrooms, particularly where there may be a higher risk of transmission (such as reception and entrance foyers, changing rooms and lockers, adjacent to fitness equipment and entrances to halls, gyms and studios). Consider the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 6.4 Changing rooms and showers

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to the use of changing rooms and showers that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 8. Workforce management

#### 8.2.1 Cars, accommodation and visits

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

#### 8.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 8.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 10. Further guidance for clubs, community sports organisations and deployers of volunteers

#### 10.1. Workforce planning to provide a safe environment

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to volunteering that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 10.2 Training for returning to activity

Add into Steps that will usually be needed: “Discussing any reasonable adjustments that people with a disability may need as a result of changes due to COVID-19, with them or a representative group, so that you can make them accessible and incorporate them into your training. ”

#### 10.4. Wellbeing and inclusion

Add to the end of step 2 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

## The visitor economy

#### Local restriction tiers – suspended during national restrictions from 6 January

In For tier 1: Medium alert – Social Contact, add after the first sentence: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

In For Tier 2: High – Social contact, outdoors, add after sentence starting “People should maintain social distancing…”: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

In For Tier 3: Very High High – Social contact, outdoors, add after sentence starting “People should maintain social distancing…”: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

#### For tier 4

In Social Contact, add after the second sentence: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 7: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 4 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Managing your customers, visitors and contractors

#### 2.1 Managing your customers, visitors and contractors

In Steps that will usually be needed, change step 6 to read “Discussing any reasonable adjustments to management of customers, visitors and contractors that people with protected characteristics, for example a physical or sensory disability, may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”, and delete Step 7.

Add to the end of step 12 “, and ensuring staff are trained to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment, as per “Finding support outside your home” guidance [link to guidance].”

Step 17 change to read “Providing written **and** spoken communication…”

#### 2.2.3 Business meetings and events

**Meeting people safely**

At the end of the second bullet point, add: “People assisting vulnerable or disabled individuals [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>] do not count towards limits on group numbers.”

#### Considerations for managing customers and visitors

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to maintain social distancing that customers or visitors with a disability may need, with them. And need assistance in navigating an unfamiliar environment from an assistant or a member of staff. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”

#### Catering

After the first paragraph, that starts “Meals and refreshments can be provided…”, insert a new paragraph. “You must ensure that you have reasonable adjustments in place for people with disabilities by discussing with them, or a representative group, any practices you are planning or having in place so that you can make them accessible.”

#### Private Dining, Banqueting and Corporate Hospitality

Add into numbered bullet points: “Discuss any reasonable adjustments to maintain social distancing that customers or visitors with a disability may need, with them. And need assistance in navigating an unfamiliar environment from an assistant or a member of staff. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”

#### 2.3.1 Queues and social distancing

Add into considerations bullet points: “Discuss any reasonable adjustments to social distancing and queue management that customers or visitors with a disability may need, with them. And need assistance in navigating an unfamiliar environment from an assistant or a member of staff. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”

### 3. Who should go to work

Add into Steps that will usually be needed: “Providing any additional equipment that may be needed for staff with disabilities to work or work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing for workers

Link to 4.3 should be titled “Workplaces and workstations”

#### 4.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, workers with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that a worker with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Moving around buildings and stores

Add onto the end of step 4 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

Add new step: “Discuss any reasonable adjustments to moving around the facility that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that staff with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”

### 5. Cleaning the workplace

#### 5.3 Hygiene – handwashing, sanitation facilities and toilets

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”

#### 5.3.1 Toilets

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene in toilet facilities that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to see sanitation stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### Annex A – Organised outdoor events

#### Guidance for event organisers

In ten steps to protect yourself, your staff and your customers, add a new step: “Discuss any reasonable adjustments to events that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible. You will need to consider people with a vision impairment who may have problems in maintaining social distancing, unable to where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff.”